

Village of Schaumburg

Transportation
Department
Monthly Report

FEBRUARY 2019

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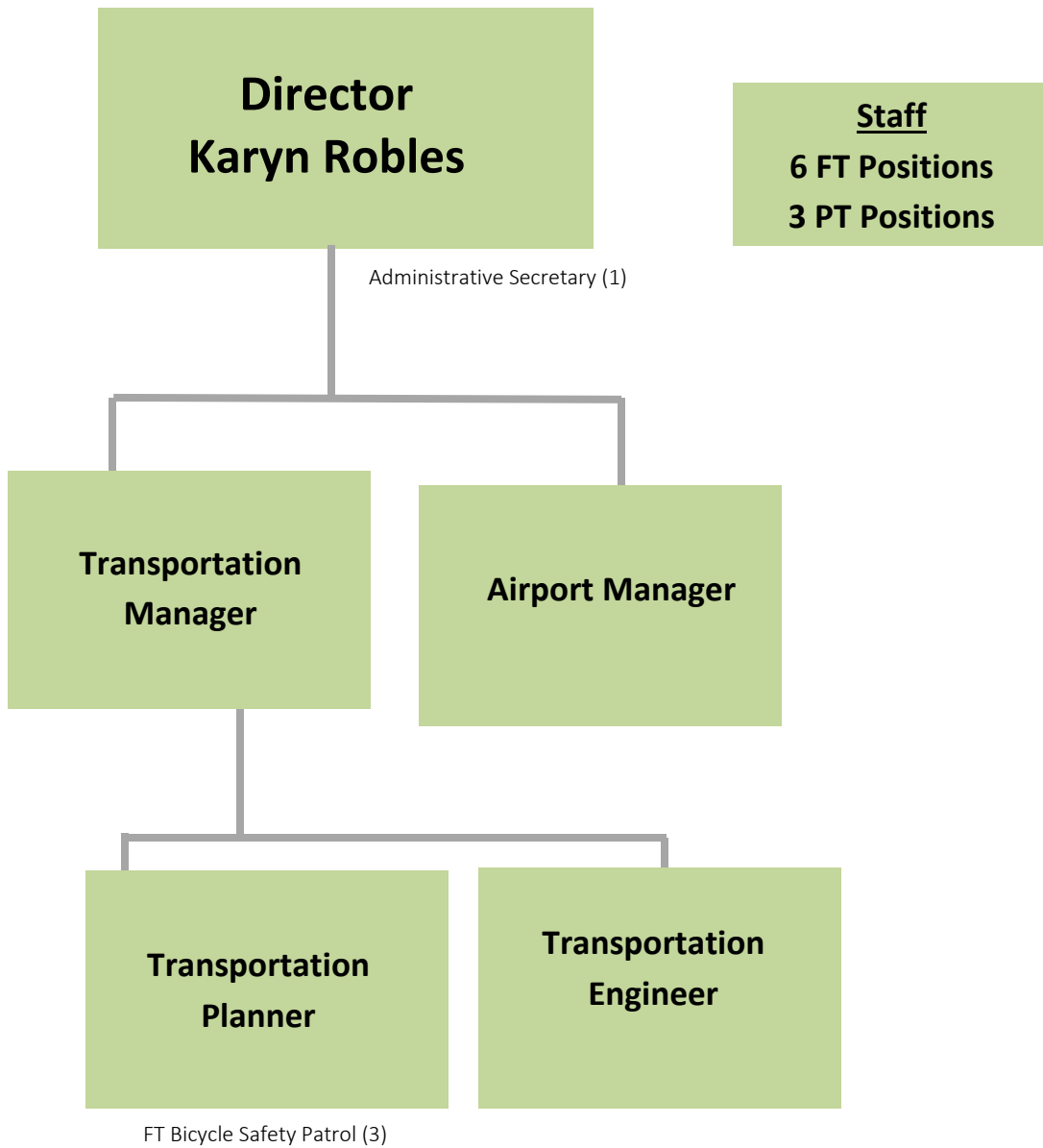
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DEPARTMENT OVERVIEW

The Transportation Department is responsible for the planning, operation, coordination and oversight of providing residents and visitors with transportation options. Primary responsibilities for the Transportation Department include:

Administration

The Transportation Department plays a key role in transportation planning throughout the region and represents the village on several regional transportation and planning committees, including the Chicago Metropolitan Agency for Planning's Bicycle and Pedestrian Task Force, Northwest Municipal Conference's Transportation Committee, Pace's American with Disabilities Act (ADA) Suburban Committee, and the O'Hare Noise Compatibility Commission.

Airport

The Village of Schaumburg owns the Schaumburg Regional Airport, a public use general aviation airport, and the Schaumburg Heliport. The Transportation Department has the administrative oversight of the airport and heliport's overall operations, including ensuring that the airport and heliport are in compliance with federal, state, and local rules and regulations.

Bikeways

Schaumburg's award-winning Bicycle Program was developed in 1979 with the creation of a Bikeways Advisory Committee and development of a comprehensive map detailing locations for current and future bike paths/routes. Since then, the village has adopted a multi-modal approach to transportation planning with the integration of bicycling as one of the key components to create a more livable community.

Traffic

The Transportation Department provides oversight on traffic related matters such as traffic signal operations, neighborhood traffic complaints, speed and traffic data collection, and transportation related development review. Transportation staff also manages the preliminary design of various roadway projects throughout the village.

Transit

As part of the Village's multi-modal approach to transportation, the Village supports numerous public transportation options including the Schaumburg Metra Station, eight Pace bus routes, and the Woodfield Trolley. The Transportation Department also manages several disabled and senior citizen transportation services, including a Dial-a-Ride Transportation service.

KEY ACTIVITIES

The following is a summary of key activities that occurred during this month.

Access Improvement Projects

I-90 Tollway Access Improvements

Staff is continuing to coordinate with the Illinois Toll Highway Authority (ISTHA), Cook County Highway Department and the State on the I-90 projects, which include the installation of a partial interchange at Meacham Road and a full interchange at Roselle Road.

Project punch list items remain, but the project is substantially complete. The Tollway and Village also continued to work on the project financials in preparation for the final project closeout.

Meacham Road and Algonquin Road Intersection Improvements

Work on Phase II final design of the intersection improvements continued with coordination between the Village and IDOT as well as work on the land acquisition portion of the project. In February, land acquisition efforts continued. Coordination with the adjacent 90 North District development was also initiated to ensure that the two projects can move forward together. This project will add capacity and improve bicycle and pedestrian access at the intersection which is needed due to the future I-90 interchange and the opening of the new Zurich North America headquarters.

Rodenburg Road Improvements

In coordination with the Village of Roselle, the work to finalize the preliminary design of the future improvements for the Rodenburg Road project from Irving Park Rd to Central Ave has been completed. In February, the preliminary design for roadway geometrics was reviewed and approved by IDOT. The project team has submitted the final Phase 1 Project Development Report (PDR) for approval from IDOT. The final design of the project and opportunity to seek funding is partially dependent on the reclassification of Rodenburg Road which is currently under review by IDOT and NWMC.

Schaumburg and Roselle Road Right Turn Lane and Signal Modernization

This project will improve traffic flow through the intersection by providing a dedicated turn lane for southbound vehicles on Roselle Road turning westbound onto Schaumburg Road. In February, the new signal equipment was installed. Landscaping and restoration work around the intersection will occur in the spring.

Progress Parkway Construction

Staff continued to work with village consultants and the developer to design the new roadway that will be constructed through the site formerly known as the Motorola campus. In February, the Progress Parkway project continued to be shut down for the winter months. Coordination with the utility companies continued, along with coordination with the adjacent businesses.

Higgins Road and National Parkway Pedestrian Improvements

The focus of this project is to upgrade pedestrian facilities at the signalized intersection of Higgins Road and National Parkway. Upgrades will include installation of pedestrian countdown timers, push buttons, ADA crossing and enhanced crosswalks, plus concrete and asphalt work. The Phase II project design for this project has been completed. Currently, the project is on hold while the village considers combining the improvements with other pedestrian signal projects similar in scope in an effort to receive more competitively priced bids. Construction is anticipated for the summer or fall of 2019.

Schaumburg Road Pedestrian and Roadway Improvements at National Parkway

The Village of Schaumburg is partnering with the Schaumburg Park District to improve pedestrian facilities at the intersection of Schaumburg Road and National Parkway, and also construct a left turn lane on westbound Schaumburg Road at the entrance of Spring Valley Nature Center. In February, the design team completed scoping and began final design for the improvements. The scope of this project includes upgrading the pedestrian facilities; installing ADA ramps and enhanced crosswalks, constructing a left turn lane, and widening the entrance to Spring Valley Nature Center. The final design for this project is expected to be submitted for review next month with construction anticipated to start in the summer or fall of 2019.

Transit Initiatives

Pace Audit of DART Reporting

In February, the village received results from an audit conducted by Pace Suburban Bus for the month of June 2018. Pace reviewed the village’s current operating agreement with MV Transportation, fuel and transit service purchases, compliance with Pace policy and procedures relating to maintenance and drug/alcohol testing of employees, and performed a detailed review of ridership reporting for three random days in June.

The village fared well and received only five recommendations from Pace on ridership reporting, and revenue and mileage calculation techniques to improve accuracy. The audit did not uncover any significant problems in the way DART is administered and operated. Village staff met with MV to discuss the audit results and to develop an implementation plan to incorporate Pace’s reporting recommendations.

New Pace Bus Stop

Acting on a call received from a Pace rider (Route 606) who works at 425 N. Martingale Road, village staff worked with Pace to determine if an additional posted stop along the route would be warranted. After review from village and Pace staff, it was determined that a stop would be added at 425/475 N. Martingale Road. The location where Pace installed the stop signage is located on the nearside of the driveway instead of closer to Higgins Road, as requested by the rider, because of the closeness of the right-turn lane.



Metra Monthly Parking Management

The village went live with the new commuter parking permit technology on February 1 by selling March Monthly & April-June Quarterly Commuter permits online. Commuters have been informed of the new license plate based system through placement of fliers at the Metra Station, Finance Counter at Village Hall, and the front counter at the Police station, contacting current and recent customers by email and written correspondence, and informational articles in the weekly Progress Report newsletter, the Cracker Barrel, and on the village's website.

Additionally, Police and IT continue to work on incorporating Automatic License Plate Reading (ALPR) technology into enforcement processes. Police have ordered and received the necessary equipment to allow for ALPR to be installed on an Auxiliary vehicle which will be used for enforcement. The equipment will be installed in March after which they plan to train staff to begin testing and implementation. All aspects of implementation are going smooth.

Bicycle/Pedestrian Initiatives

Golf Road and Meacham Road Bike Paths

In February, an agreement was exercised with Bollinger Lach and Associates, Inc. to perform the Phase I Design Study for the proposed Golf and Meacham bike paths. When completed, the Golf Road path, located along the north side of Golf Road, will connect an existing path to the east in Rolling Meadows and Busse Woods to the segment of bike path along Meacham Road that currently extends north to Algonquin Road and south to American Lane. The Meacham Road segment will connect existing path along the east side of Meacham Road at American Lane to existing path along the west side of Meacham Road south of Higgins Road. A kick-off meeting was also held in February with Illinois Department of Transportation to review the project and receive feedback on items that will need to be addressed and how to proceed.

Rodenburg Road Bike Path

This bike path is proposed to be constructed along the east side of Rodenburg Road between Morse Avenue and Irving Park Road. When constructed, it will connect completed segments of path north to Wise Road and south from Irving Park Road. WBK is the consulting firm handling Phase I design. The Project Development Report (PDR) was submitted to IDOT in August. Final reports and comments were received at the end of February and are being reviewed. Once addressed, the final PDR will be submitted to IDOT possibly by the end of March.

Transportation and Bicycle Safety Interns

Transportation staff has begun the hiring process of the three Transportation and Bicycle Safety Interns. The internship will begin mid-May and end mid-August and will be approximately 35 hours per week. The interns will participate in several events such as Bike to Work Day, the Fahrrad Tour von Schaumburg, and National Night Out as well collect crucial data regarding traffic and transit operations.

Schaumburg Regional Airport

The Village of Schaumburg is currently waiting on a pre-construction meeting date to be selected by IDOT. A schedule for construction will be provided to all tenants after IDOT, FAA, A Lamp, and the Village meet for the pre-construction meeting. The construction will still be completed in sections of the hangar rows to increase the speed of work and to ensure the least amount of interruption of flying activities.

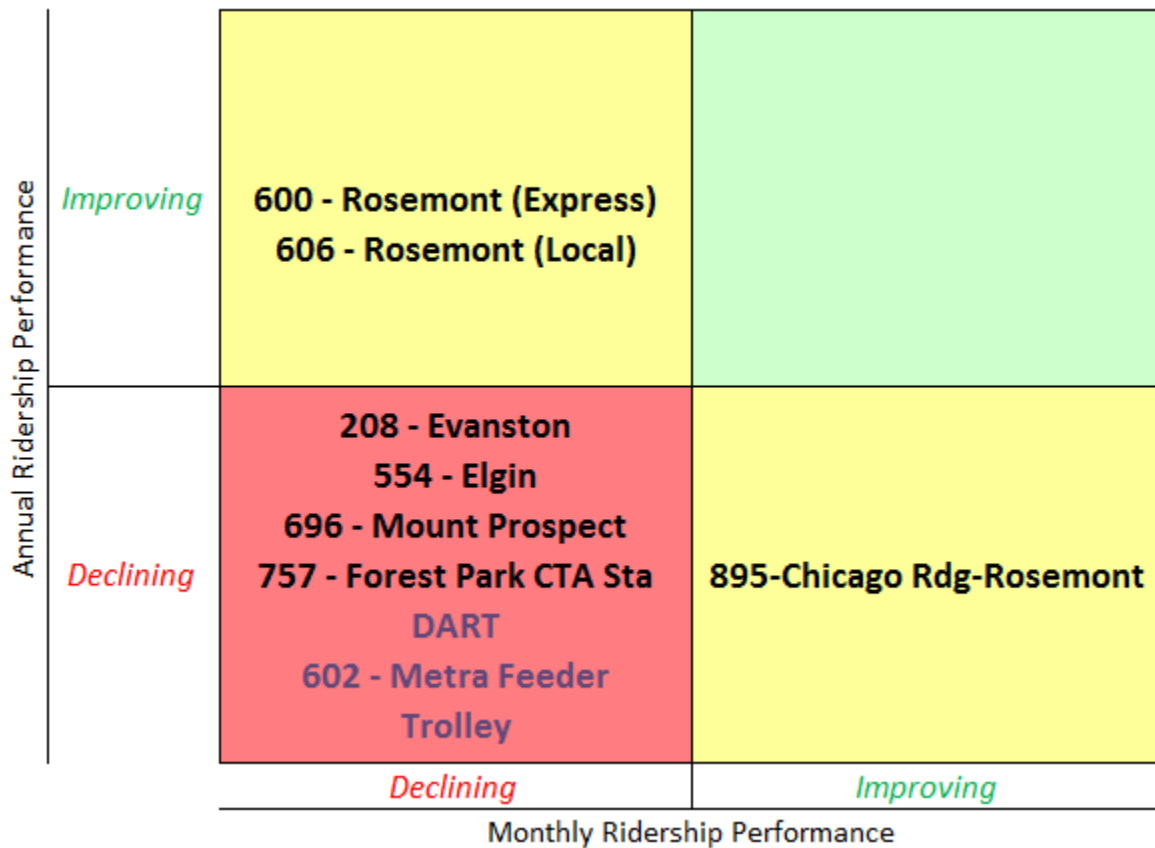
The Village of Schaumburg is working with Crawford, Murphy, & Tilly (CMT) to use state and local funds to resurface and fix issues in the Airport Terminal Parking Lot. IDOT is currently going through bids and selecting the company to complete the project. Once the company is selected the Village is on track to start this project in Spring 2019, but an anticipated start date and construction schedule will be provided once agreed upon at the pre-construction meeting.

Schaumburg Regional Airport

Monthly Rent	December	January	February
Hangar	\$26,617.31	\$25,967.31	\$25,967.31
Tie Down	\$1,620.00	\$2,000.00	\$2,000.00
Terminal Building Rent	\$13,229.15	\$13,229.15	\$13,229.15
Activity Summary	December	January	February
Self Service Fuel	4	6	1
Purchased Fuel From the FBO	19	15	10
Ate at Pilot Pete's	62	47	25
Just Visiting	18	9	7
Stayed Overnight	8	4	3
Rented a Car	3	2	3
Businesses	0	0	0
Deliveries	14	4	7
Maintenance	0	1	1
Charter	0	0	1
Pattern Work	1	0	3
Special Events	0	0	0
Total Visitors	100	62	44

MONTHLY PERFORMANCE

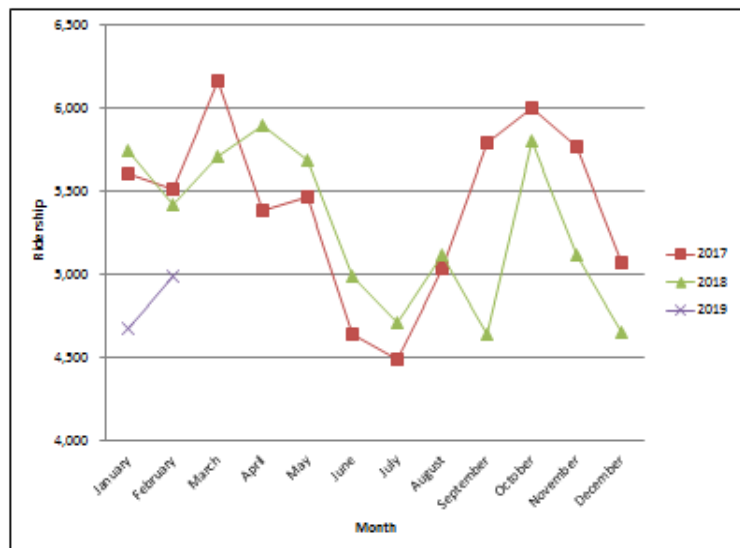
Transit System Ridership Trends



DART Ridership

Monthly Cumulative Ridership Totals

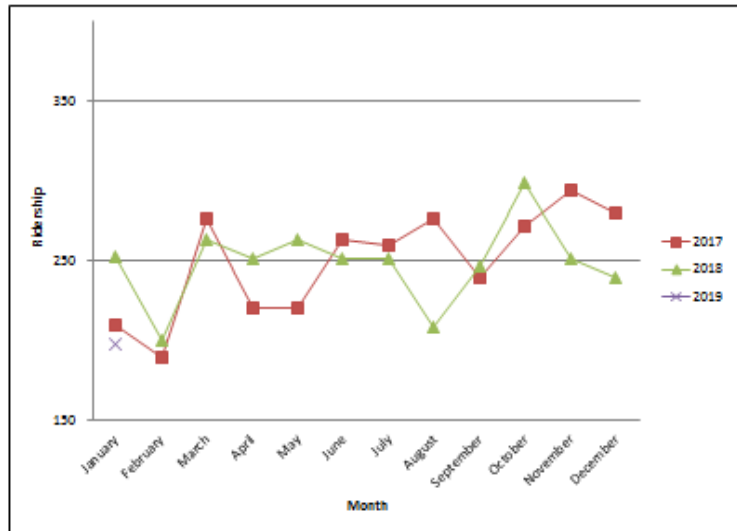
	2017	2018	2019
January	5,611	5,752	4,677
February	5,515	5,420	4,991
March	6,162	5,709	
April	5,389	5,901	
May	5,464	5,690	
June	4,641	4,994	
July	4,486	4,709	
August	5,033	5,118	
September	5,792	4,648	
October	6,008	5,803	
November	5,771	5,118	
December	5,073	4,650	
YTD	65,893	64,945	9,668



Route 602 Ridership

Monthly Cumulative Ridership Totals

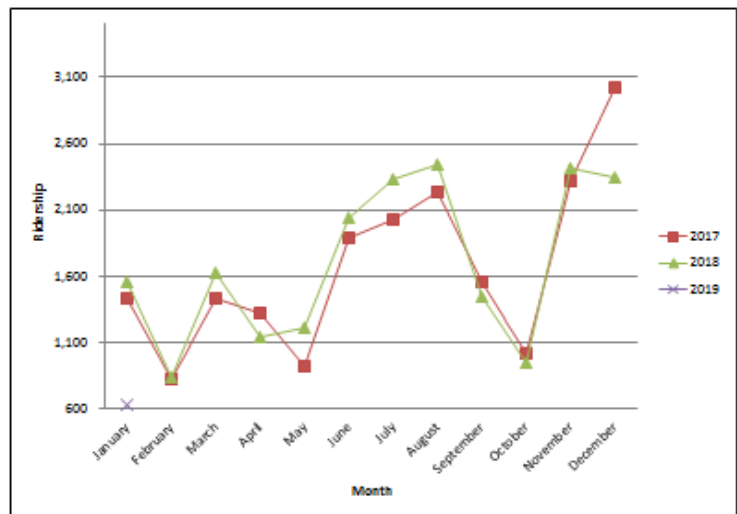
	2017	2018	2019
January	210	253	198
February	189	200	
March	276	264	
April	220	252	
May	220	264	
June	264	252	
July	260	252	
August	276	209	
September	240	247	
October	272	299	
November	294	252	
December	280	240	
YTD	3,001	2,984	198



Trolley Ridership

Monthly Cumulative Ridership Totals

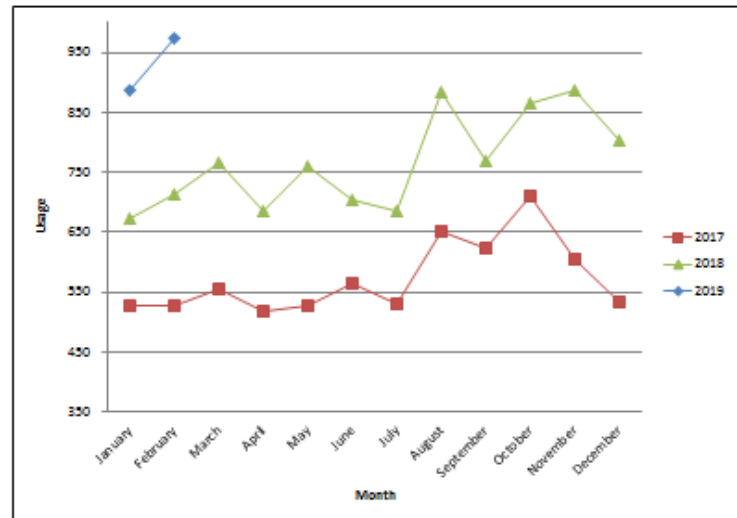
	2017	2018	2019
January	1,439	1,557	637
February	828	841	
March	1,429	1,632	
April	1,325	1,136	
May	925	1,210	
June	1,892	2,041	
July	2,024	2,329	
August	2,238	2,446	
September	1,551	1,446	
October	1,016	951	
November	2,310	2,415	
December	3,023	2,342	
YTD	20,000	20,346	637



Passport Transactions Schaumburg Metra Lot

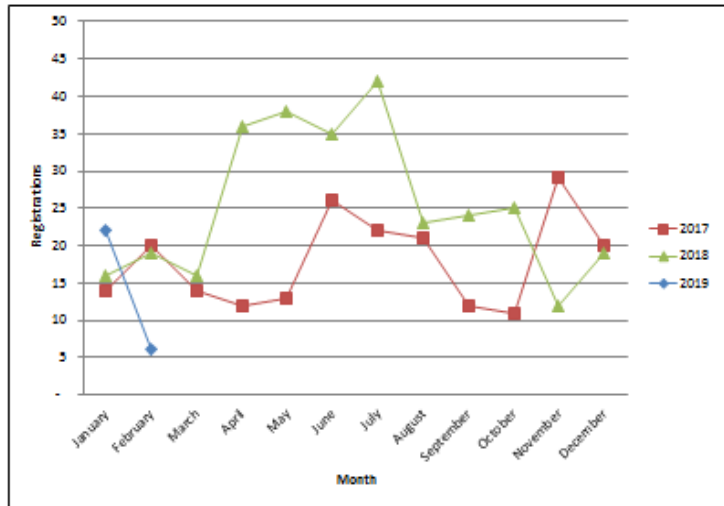
Monthly Cumulative Registration Totals

	2017	2018	2019
January	526	673	888
February	527	712	974
March	554	766	
April	518	684	
May	528	761	
June	564	704	
July	529	684	
August	651	882	
September	624	769	
October	710	866	
November	606	886	
December	532	803	
YTD	5,908	6,869	1,862



RTA Registrants

Monthly Cumulative Registration Totals			
	2017	2018	2019
January	14	16	22
February	20	19	6
March	14	16	
April	12	36	
May	13	38	
June	26	35	
July	22	42	
August	21	23	
September	12	24	
October	11	25	
November	29	12	
December	20	19	
YTD	214	305	28

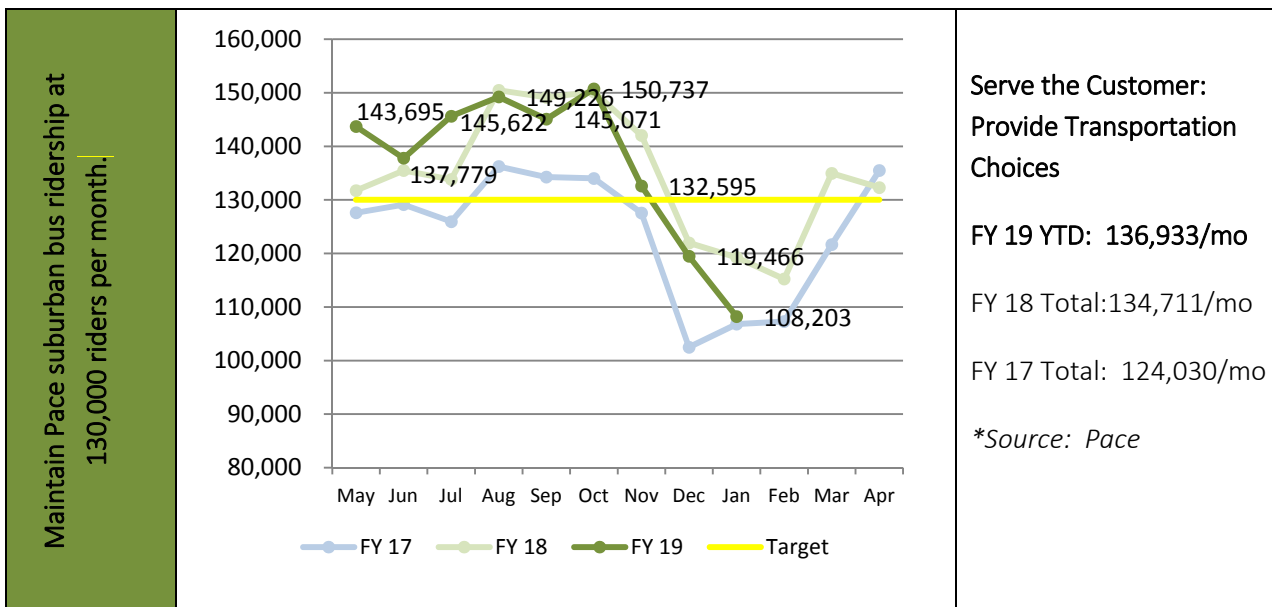


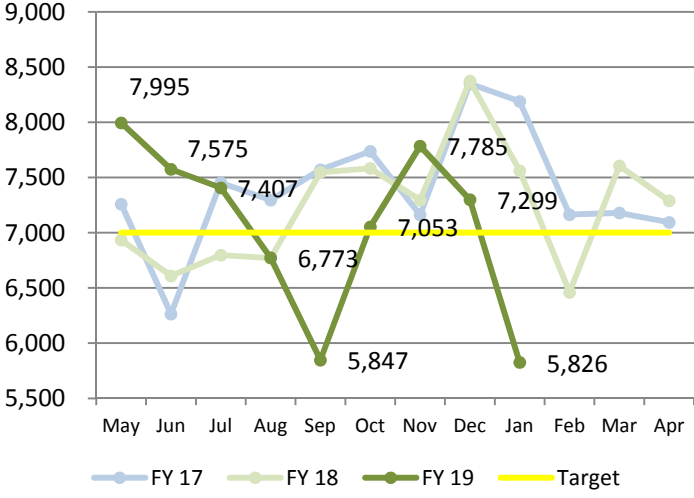
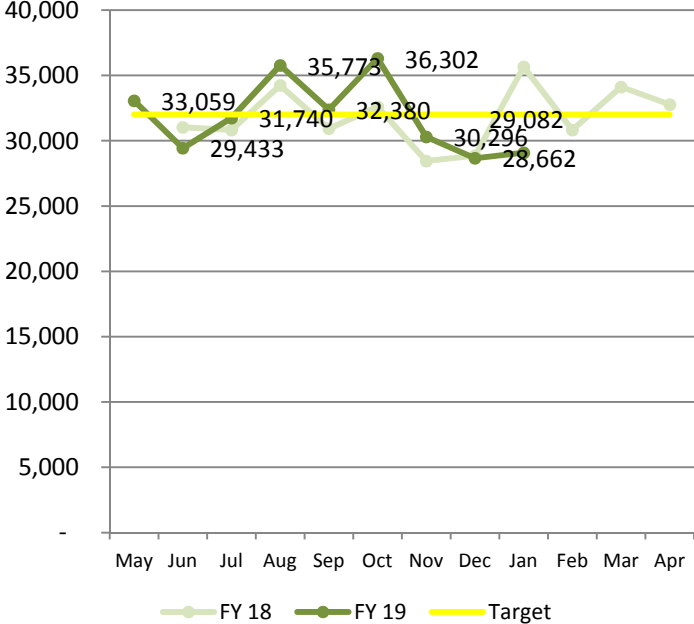
CUSTOMER SERVICE REQUESTS

TRANSPORTATION KEY PERFORMANCE INDICATORS

KPI 1: Provide a variety of transit options that fit the needs of Schaumburg residents.

Schaumburg is a transportation hub and multi-modal community offering various transit options from Metra commuter train service, to regional Pace Suburban bus services, in addition to community-centered transit options and an award-winning bicycle program. This KPI hones-in on the 2014 National Citizen Survey (NCS) in which 82% of respondents identified Schaumburg’s overall ease of travel positively – a rate similar to national benchmarks.



<p>Maintain village transit service ridership at 7,000 riders per month.</p>	 <table border="1" data-bbox="284 115 974 609"> <thead> <tr> <th>Month</th> <th>FY 17</th> <th>FY 18</th> <th>FY 19</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>May</td><td>7,250</td><td>6,900</td><td>7,995</td><td>7,000</td></tr> <tr><td>Jun</td><td>6,300</td><td>6,600</td><td>7,575</td><td>7,000</td></tr> <tr><td>Jul</td><td>7,400</td><td>6,800</td><td>7,407</td><td>7,000</td></tr> <tr><td>Aug</td><td>7,400</td><td>6,800</td><td>6,773</td><td>7,000</td></tr> <tr><td>Sep</td><td>7,500</td><td>7,500</td><td>5,847</td><td>7,000</td></tr> <tr><td>Oct</td><td>7,700</td><td>7,600</td><td>7,053</td><td>7,000</td></tr> <tr><td>Nov</td><td>7,400</td><td>7,400</td><td>7,785</td><td>7,000</td></tr> <tr><td>Dec</td><td>8,200</td><td>8,400</td><td>7,299</td><td>7,000</td></tr> <tr><td>Jan</td><td>8,200</td><td>7,600</td><td>5,826</td><td>7,000</td></tr> <tr><td>Feb</td><td>7,200</td><td>6,500</td><td>7,299</td><td>7,000</td></tr> <tr><td>Mar</td><td>7,200</td><td>7,600</td><td>7,299</td><td>7,000</td></tr> <tr><td>Apr</td><td>7,100</td><td>7,300</td><td>7,299</td><td>7,000</td></tr> </tbody> </table>	Month	FY 17	FY 18	FY 19	Target	May	7,250	6,900	7,995	7,000	Jun	6,300	6,600	7,575	7,000	Jul	7,400	6,800	7,407	7,000	Aug	7,400	6,800	6,773	7,000	Sep	7,500	7,500	5,847	7,000	Oct	7,700	7,600	7,053	7,000	Nov	7,400	7,400	7,785	7,000	Dec	8,200	8,400	7,299	7,000	Jan	8,200	7,600	5,826	7,000	Feb	7,200	6,500	7,299	7,000	Mar	7,200	7,600	7,299	7,000	Apr	7,100	7,300	7,299	7,000	<p>Serve the Customer: Provide Transportation Choices</p> <p>FY 19 YTD: 7,062/mo</p> <p>FY 18 Total: 7,236/mo</p> <p>FY 17 Total: 7,393/mo</p> <p><i>*Source: Various Sources</i></p>
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<p>Maintain Metra ridership at 32,000 riders per month.</p>	 <table border="1" data-bbox="284 676 974 1295"> <thead> <tr> <th>Month</th> <th>FY 18</th> <th>FY 19</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>May</td><td>33,059</td><td>33,059</td><td>32,000</td></tr> <tr><td>Jun</td><td>31,000</td><td>29,433</td><td>32,000</td></tr> <tr><td>Jul</td><td>31,740</td><td>31,740</td><td>32,000</td></tr> <tr><td>Aug</td><td>35,773</td><td>35,773</td><td>32,000</td></tr> <tr><td>Sep</td><td>32,380</td><td>32,380</td><td>32,000</td></tr> <tr><td>Oct</td><td>36,302</td><td>36,302</td><td>32,000</td></tr> <tr><td>Nov</td><td>29,000</td><td>30,296</td><td>32,000</td></tr> <tr><td>Dec</td><td>28,662</td><td>28,662</td><td>32,000</td></tr> <tr><td>Jan</td><td>29,082</td><td>29,082</td><td>32,000</td></tr> <tr><td>Feb</td><td>30,296</td><td>30,296</td><td>32,000</td></tr> <tr><td>Mar</td><td>30,296</td><td>30,296</td><td>32,000</td></tr> <tr><td>Apr</td><td>30,296</td><td>30,296</td><td>32,000</td></tr> </tbody> </table>	Month	FY 18	FY 19	Target	May	33,059	33,059	32,000	Jun	31,000	29,433	32,000	Jul	31,740	31,740	32,000	Aug	35,773	35,773	32,000	Sep	32,380	32,380	32,000	Oct	36,302	36,302	32,000	Nov	29,000	30,296	32,000	Dec	28,662	28,662	32,000	Jan	29,082	29,082	32,000	Feb	30,296	30,296	32,000	Mar	30,296	30,296	32,000	Apr	30,296	30,296	32,000	<p>Serve the Customer: Provide Transportation Choices</p> <p>FY 19 YTD: 31,859/mo</p> <p>FY 18 Total: 31,842/mo</p> <p><i>*Source: Boarding activity is estimated by tallying parking totals on both the Schaumburg and Roselle side of the tracks, tracking transit ridership, bicycle parking, and kiss-and-ride estimates</i></p>													
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KPI 2: Provide a variety of transit options that are well rated by riders.

Schaumburg offers Dial-A-Ride, the Schaumburg Trolley, and Route 602, to residents, employers, employees and visitors. Results from customer satisfaction surveys to these patrons will determine the level of customer satisfaction with services. Short-form customer surveys tracking basic performance and quality of service indicators for DART, Trolley, and Route 602 including driver style/ability, cleanliness of the buses, on-time performance, safety, and comfort. The Village also sends longer-form customer surveys during high ridership periods that track the indicators mentioned on the short-form survey, but encompassing more comfort, convenience, and reliability factors.

<p>Achieve a rating of at least 4.2 on the short form transportation survey.</p>		<p>Serve the Customer: Provide Transportation Choices</p> <p>FY 19 YTD: 4.5/5.0</p> <p>FY 18 Total: 4.1/5.0</p> <p><i>*Source: Survey Data</i></p>
<p>Achieve a rating of at least 4.2 on the long form transportation survey.</p>		<p>Serve the Customer: Provide Transportation Choices</p> <p>FY 19 YTD: 4.3/5.0</p> <p>FY 18 Total: 4.3/5.0</p> <p>FY 17 Total: 4.3/5.0</p> <p><i>*Source: Survey Data</i></p>

KPI 3: Ensure diverse utilization of the Schaumburg Regional Airport.

Schaumburg Regional Airport (SRA), which generates \$19 million in local economic impact annually, is home to five businesses, approximately 90 aircraft, and handles roughly 35,000 operations on an annual basis. This KPI measures the number of hangar rentals and tie down spaces, in addition to the number of airport visitors to gauge success and health of this valuable Village-owned asset. This KPI ties to FY 2018/19 Department Goal #4 to identify opportunities to generate additional benefits to the community from the Schaumburg Regional Airport.

<p>Maintain an occupancy rate for 53 hangar spaces at 100%.</p>		<p>Serve the Customer: Provide Transportation Choices</p> <p>FY 19 YTD: 100%</p> <p>FY 18 Total: 100%</p> <p>FY 17 Total: 100%</p> <p><i>*Source: Airport Data</i></p>
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<p>Maintain an occupancy rate for 150 tie-down spaces at 16%.</p>		<p>Serve the Customer: Provide Transportation Choices</p> <p>FY 19 YTD: 17%</p> <p>FY 18 Total: 17%</p> <p>FY 17 Total: 17%</p> <p><i>*Source: Airport Data</i></p>
<p>Attract 120 visitors to the airport each month.</p>		<p>Serve the Customer: Provide Transportation Choices</p> <p>FY 19 YTD: 131/mo</p> <p>FY 18 Total: 169/mo</p> <p>FY 17 Total: 136/mo</p> <p><i>*Source: Airport Data</i></p>

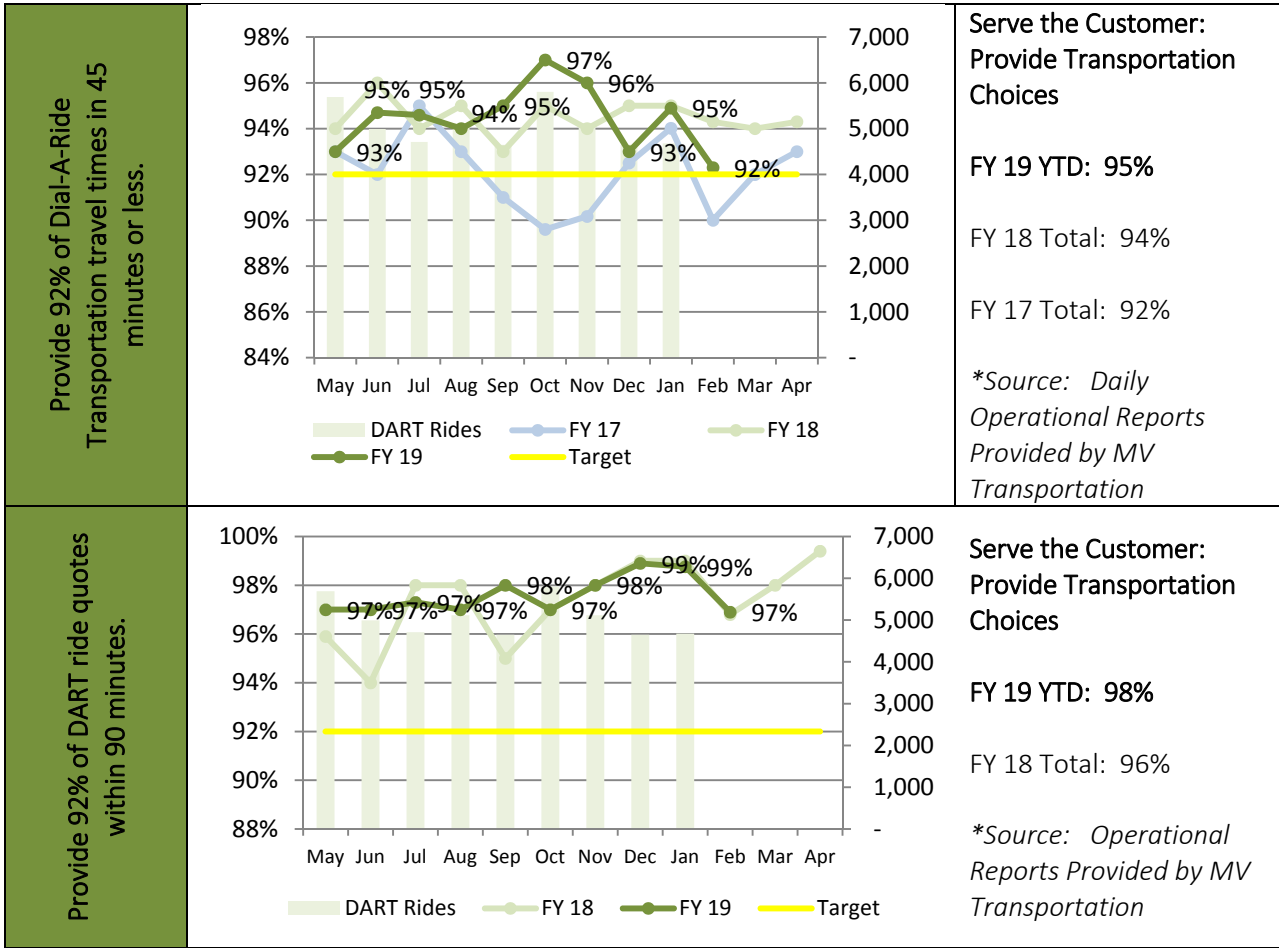
KPI 4: Monitor ridership for expanded and restructured Pace services.

Schaumburg is the second largest employment center in the State of Illinois, and a major transportation center for the region. Part of what attracts employers and residents to Schaumburg are the transportation options to get to and around this community including three major interstate highways, and mass transit services that provide rail and bus transportation. The focus of this KPI is the major public transit expansion that is underway in Schaumburg consisting of four new Pace routes and one restructured and expanded existing Pace route. These new services will increase regional and internal distributor access options to and around Schaumburg including “Last Mile” service. This KPI will measure ridership on these new routes foretelling demand and success for these services. New routes are 604, 607, 608, and 611 and their ridership figures will be reported separately from the existing restructured route, 600. The ridership targets were derived from ridership numbers for the first month of service with a forecast increase in ridership throughout the year of 5%.

<p>Maintain ridership for New Pace Route 604, 607, 608, and 611 at 5,500 riders per month.</p>	<table border="1"> <thead> <tr> <th>Month</th> <th>FY 18</th> <th>FY 19</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>May</td><td>7,992</td><td>8,228</td><td>5,500</td></tr> <tr><td>Jun</td><td>8,228</td><td>8,228</td><td>5,500</td></tr> <tr><td>Jul</td><td>8,306</td><td>8,306</td><td>5,500</td></tr> <tr><td>Aug</td><td>8,306</td><td>9,166</td><td>5,500</td></tr> <tr><td>Sep</td><td>7,845</td><td>7,845</td><td>5,500</td></tr> <tr><td>Oct</td><td>7,845</td><td>9,033</td><td>5,500</td></tr> <tr><td>Nov</td><td>8,143</td><td>8,143</td><td>5,500</td></tr> <tr><td>Dec</td><td>8,143</td><td>7,315</td><td>5,500</td></tr> <tr><td>Jan</td><td>6,926</td><td>7,315</td><td>5,500</td></tr> <tr><td>Feb</td><td>6,926</td><td>6,926</td><td>5,500</td></tr> <tr><td>Mar</td><td>6,926</td><td>6,926</td><td>5,500</td></tr> <tr><td>Apr</td><td>6,926</td><td>6,926</td><td>5,500</td></tr> </tbody> </table>	Month	FY 18	FY 19	Target	May	7,992	8,228	5,500	Jun	8,228	8,228	5,500	Jul	8,306	8,306	5,500	Aug	8,306	9,166	5,500	Sep	7,845	7,845	5,500	Oct	7,845	9,033	5,500	Nov	8,143	8,143	5,500	Dec	8,143	7,315	5,500	Jan	6,926	7,315	5,500	Feb	6,926	6,926	5,500	Mar	6,926	6,926	5,500	Apr	6,926	6,926	5,500	<p>Serve the Customer: Provide Transportation Choices</p> <p>FY 19 YTD: 8,106/mo</p> <p>FY 18 Total: 6,565/mo</p> <p><i>*Source: Pace</i></p>
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<p>Maintain ridership for restructured Pace Route 600 at 14,000 riders per month.</p>	<table border="1"> <thead> <tr> <th>Month</th> <th>FY 18</th> <th>FY 19</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>May</td><td>19,350</td><td>20,008</td><td>14,000</td></tr> <tr><td>Jun</td><td>19,350</td><td>19,350</td><td>14,000</td></tr> <tr><td>Jul</td><td>19,350</td><td>20,995</td><td>14,000</td></tr> <tr><td>Aug</td><td>19,350</td><td>21,634</td><td>14,000</td></tr> <tr><td>Sep</td><td>19,038</td><td>19,038</td><td>14,000</td></tr> <tr><td>Oct</td><td>19,038</td><td>20,558</td><td>14,000</td></tr> <tr><td>Nov</td><td>19,038</td><td>19,038</td><td>14,000</td></tr> <tr><td>Dec</td><td>17,701</td><td>17,701</td><td>14,000</td></tr> <tr><td>Jan</td><td>14,794</td><td>14,660</td><td>14,000</td></tr> <tr><td>Feb</td><td>14,794</td><td>14,660</td><td>14,000</td></tr> <tr><td>Mar</td><td>14,794</td><td>14,660</td><td>14,000</td></tr> <tr><td>Apr</td><td>14,794</td><td>14,660</td><td>14,000</td></tr> </tbody> </table>	Month	FY 18	FY 19	Target	May	19,350	20,008	14,000	Jun	19,350	19,350	14,000	Jul	19,350	20,995	14,000	Aug	19,350	21,634	14,000	Sep	19,038	19,038	14,000	Oct	19,038	20,558	14,000	Nov	19,038	19,038	14,000	Dec	17,701	17,701	14,000	Jan	14,794	14,660	14,000	Feb	14,794	14,660	14,000	Mar	14,794	14,660	14,000	Apr	14,794	14,660	14,000	<p>Serve the Customer: Provide Transportation Choices</p> <p>FY 19 YTD: 18,749/mo</p> <p>FY 18 Total: 17,103/mo</p> <p><i>*Source: Pace</i></p>
Month	FY 18	FY 19	Target																																																			
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KPI 5: Ensure the continued effectiveness of the Dial-A-Ride Transportation (DART) program.

DART is Schaumburg’s most significant village-funded transit service offering. The vast majority (approximately 87%) of the roughly 65,000 annual DART customers are Village of Schaumburg residents and 85% of rides are to locations within the village’s municipal boundaries that stretch more than 10 miles north-south and nearly 7 miles east-west. DART is a door-to-door service open to the general population whose routes are flexibly designed by dispatchers each day of service depending on the calls for rides that are received. This KPI continues measuring the convenience of travel in Schaumburg by monitoring the operational effectiveness of another key component of the DART service - DART’s on-time pick-up performance.



KPI 6: Improve traffic signal timing on major roadways in the Village of Schaumburg.

National Citizen Survey results regarding the ease of transportation throughout Schaumburg highlight the public’s perception of their ability to efficiently travel to and throughout the Schaumburg area. The focus of this KPI will observe traffic flow along Meacham (Algonquin Road to Higgins Road), Golf (Plum Grove Road to East Frontage Road), and Woodfield (Plum Grove Road to East Frontage Road) Roads, the main arterials in the heart of Schaumburg’s Woodfield area business and entertainment district, and will measure travel speed, signal length, and traffic flow. This KPI ties to FY 2018/19 Department Goal #1 to evaluate the effectiveness of the deployed video detection traffic signal systems and develop an implementation plan for expanding new traffic signal technologies in order to reduce congestion.

<p>Maintain an average travel speed of 22.5 mph on measured roadways.</p>	<p>Miles per Hour</p> <p>Meacham Rd. Golf Rd. Woodfield Rd. Target</p>	<p>Serve the Customer: Provide Transportation Choices</p> <p>FY 19 YTD: 23.1 mph</p> <p>FY 18 Total: 22.3mph</p> <p><i>*Source: Staff Observation</i></p>
<p>Maintain Signal Length at each Signalized Intersection at 60 seconds.</p>	<p>Seconds</p> <p>Meacham Rd. Golf Rd. Woodfield Rd. Target</p>	<p>Serve the Customer: Provide Transportation Choices</p> <p>FY 19 YTD: 61.2 seconds</p> <p>FY 18 Total: 60 seconds</p> <p><i>*Source: Staff Observation</i></p>
<p>Maintain the number of times Stopped at a Signal on measured roadways at 3.</p>	<p>Signals</p> <p>Meacham Rd. Golf Rd. Woodfield Rd. Target Linear (Target)</p>	<p>Serve the Customer: Provide Transportation Choices</p> <p>FY 19 YTD: 2.6</p> <p>FY 18 Total: 2.6</p> <p><i>*Source: Staff Observation</i></p>